CITY OF KENT POSITION DESCRIPTION

Position Inventory Number: PK/24			
Classification Specification: ADMINISTRATIVE ASSISTANT I			
Salary Range: NR23			
Position Description: Administrative Assistant I			
Incumbent:			
Location: Parks and Recreation - Cultural Programs Division			

GENERAL PURPOSE:

Under the direction of the Superintendent of Recreation and the Cultural Programs Manager, perform a variety of responsible administrative duties in support of the Cultural Programs Division and Kent Arts Commission; and process administrative details not requiring the immediate attention of the assigned supervisor.

Work is characterized by administrative and technical duties in support of the Cultural Programs Division and Kent Arts Commission's programs. Duties and responsibilities generally include, but are not limited to, coordinating communications for the division, processing forms, records and reports, preparing and editing correspondences, reports and other materials, scheduling and recording meetings and conferences, arranging travel and lodging, training/leading other staff, assisting with special projects outside the normal working hours, ordering and maintaining supplies, and performing other technical duties as assigned. The incumbent is responsible for on-site box office ticket sales at performances and events. The incumbent is also responsible for daily financial reconciliation and report processing and assists in the preparation of the operating and capital budgets; monitors expenses; and processes and maintains payroll for the section; ensures that cash receipting controls are followed and financial records are processed in a timely manner.

Work is performed under general supervision. Supervisor defines objectives, priorities, and deadlines and assists incumbent with unusual situations, which do not have clear objectives or precedents. Incumbent plans and carries out assignments, handles problems and deviations in accordance with instructions, policies, procedures and/or accepted practices. Work is evaluated for technical soundness and conformity to practice and policy.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Serve as administrative assistant relieving the supervisor of a variety of clerical, technical and administrative support duties; serve frequently as liaison between the supervisor and the public, management and other City employees.

Issue and prepare contracts, purchase orders and invoices, collect receipts, track payments, trouble shoot invoices and payment questions. Receive and process employee reimbursements. Responsible for handling purchase orders that require unique processing and timing to ensure in-person payment upon completion of events and performances.

Leads daily cash receipting and on-site box office for evening and weekend special events and performances, including accounting for ticket sales, grants, sponsorships and vendor payments.

Assist with set-up and maintenance of ticketing system. Oversee box office operations, including phone, on-line and walk-up sales. Provide support to front office sales staff at Kent Commons.

Plan, organize and coordinate hospitality for performers (refreshments, meals, miscellaneous requests) as required by contract. Also provides hospitality for artists and volunteers at special events. Responsible for related shopping, set-up, break-down, transporting, cleaning and laundry. Arrange concessions for public during performance intermissions. Duties occur during evening and weekend hours.

Lead and assist department staff in CLASS Registration, Point of Sale, Program Maintenance and related financial elements including processing registrations, rosters, artwork purchases, running of financial reports, processing and reconciling credit card, check and cash payments, issuing refunds and processing daily deposits.

Train and lead other staff, as assigned; plan and coordinate work flow to assure timely, accurate and efficient office support.

Collect and compile statistical data on various subjects and other information for inclusion into special and periodic reports; prepare special reports as necessary; research and analyze information and establish appropriate report formats.

Serve as support staff for Arts Commission. Prepare monthly Board and Committee packets, including agenda items, minutes and back-up materials as required. Communicate with Commissioners and prepare materials for grant reviews and artist selection panels.

Assist with preparing of the division budget; verifying the accuracy of budget information; monitoring budget expenditures.

Assist in procuring sponsorships, tracking payments and recognizing sponsors.

Assist in developing procedures to expedite transmittal of information or facilitate implementation of division services.

Assemble staff input regarding special and periodic reports; prepare and assemble agenda materials; review and proof documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations.

Prepare a variety of correspondences, memoranda, reports and other material; record and prepare minutes from a variety of meetings; arrange and schedule a variety of meetings, conferences and travel; attend meetings as assigned.

Attend meetings, seminars, conferences and training as appropriate; maintain a current understanding of department functions and programs; represent division as required.

Order, maintain, and distribute adequate stocks of office supplies and office forms, as assigned.

Responsible for administrative and receptionist support for Cultural Programs, Parks Administration and Parks Planning Divisions. Answer telephones; respond to citizen inquiries or complaints; provide information or services to callers and visitors, including citizens, City employees, artists, contractors and various outside agencies; resolve problems, explain City policies/procedures and refer calls to others, as appropriate. Maintain Cultural Programs information line.

Open, read and route mail; note important sections of mail for attention of supervisor, prepare preliminary responses to correspondence for supervisor approval; request, follow-up and verify same.

Distribute promotional materials for events and performances, including flyers, posters, and postcards and preparing bulk mailings.

Establish and maintain complex, inter-related filing systems; oversee records management for the Cultural Arts division, to include files, photographs, slides, videos, CDs, newspaper clippings, and document scanning in accordance with State laws and regulations.

Process and maintain timesheets/payroll and personnel records for the division, including seasonal aquatics and special events staff.

Prepare, set-up, clean and/or take down equipment, decorations, and refreshments for meetings, special events and juries.

Maintain electronic newsletter distribution list. May back up and assist program coordinators with web page.

Provide administrative support to International Program Coordinator. Perform various related administrative duties.

Become familiar with, follow and actively support the City's mission, vision, values and behavior statements.

PERIPHERAL DUTIES:

Assist or substitute for other office personnel in their absence, including Administrative Assistant 3.

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Municipal organization, operations, policies and objectives
- Modern office practices, procedures and equipment including personal computers and related software such as word processing and spreadsheet programs
- Correct usage of English grammar, spelling, punctuation and vocabulary
- Oral and written communications skills
- Basic bookkeeping and accounting principles, practices and procedures
- Technical aspects of field of specialty

- Record-keeping techniques
- Basic administrative research methods and practices
- Telephone techniques and etiquette
- Basic budgeting procedures including preparation, monitoring, transfers and reporting

SKILLED IN:

- Demonstrating effective interpersonal skills using tact, patience and courtesy
- Using proper telephone techniques and etiquette to properly assist a diverse assortment of inquiries and persons
- Composing and editing correspondence and reports
- Assembling diverse data and preparing reports
- Applying the modern office practices, procedures and equipment including personal computers and related software such as word processing and spreadsheet programs to assigned tasks
- Maintaining inter-related files and records
- Understanding and following oral and written directions
- Communicating effectively orally and in writing

ABILITY TO:

- Perform clerical and administrative duties and relieve the supervisor of administrative details
- Compose, proofread and edit general and special correspondence and reports including letters, memoranda, management reports, etc.
- Establish and maintain effective and cooperative working relationships with others
- Assist in the preparation and monitoring of the division budgeting
- Plan and organize work to meet schedules and timelines
- Work confidentially with discretion; maintain records and files
- Analyze situations accurately and adopt an effective course of action
- Work independently with minimum direction
- Read and comprehend business correspondence, policies and procedures
- Add, subtract, multiply, and divide quickly and accurately
- Compute rate, ratio, and percent and to draw and interpret bar graphs
- Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form
- Operate a variety of office equipment including computer terminal as required
- Complete work with many interruptions

EDUCATION AND EXPERIENCE REQUIRED:

Education: Graduation from High School, or equivalency, supplemented by two (2) years

college-level training with specialized course work in recreation, business or related

field; and

Experience: Two (2) years of increasingly responsible administrative support, recreation, or

public relations experience.

Or: In place of the above requirements, the incumbent may have any equivalent

combination of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties listed above.

Position Description: Administrative Assistant I Page 5 of 5

LICENSES AND OTHER REQUIREMENTS:

• Washington State Driver's License

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer including spreadsheet and word processing software, printer, telephone, fax machine, copy machine, calculator, and projector.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; talk; and hear. Frequently is required to reach with hands and arms. Frequently required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. Must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed in an indoor office environment subjected to multiple interruptions by walk-in citizens, employees, telephone calls and interoffice activities. While performing the duties of this job, the employee may be exposed to individuals who are irate or hostile requiring conflict management skills. The noise level in the work environment is usually moderate.

In addition to the administrative duties of this job, the employee frequently works long hours onsite at performances and events. Work hours are often flexible and unusual, including evenings, weekends and holidays on-site at special events and performances.

SIGNATURES:			
Incumbent's Signature	Date	Supervisor's Signature	Date
Approval:			
Director/Designee's Signature	Date	Employee Services Director/Designee	Date

Revised: 10/31/2007

^{**} Note: This document will be reviewed and updated yearly at time of employee performance appraisal; when position becomes vacant; or, if position's duties are changed significantly.